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Space Administration

John C. Stennis Space Center
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John C. Stennis Space Center Close Call Reporting System (CCRS)

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Approved By:

Gary Benton, Director
Safety and Mission Assurance Directorate

Date

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Document History Log

Status/Change/ Revision	Change Date	Originator/Phone	Description
Basic	10/22/2010	Daniel A. Brady 8 1187	Stennis Common Work Instruction (SCWI) to Establish the CCRS
Revision A	06/26/2014	Mike Rewis 8 2663	Revised SCWI for CCRS to include the Hotline Information
Rev A-1	07/02/2014	S. Woolridge	Admin change
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Rev B-1	10/02/2018	Matthew Scott 8 1537	Updated expired NMIS user link. Changed "CCRS" to "close call" in Section 2.3.e, 2.3.d, and 2.4.e for clarity.
Rev B-2	10/02/2019	Matthew Scott 8 1537	Added "close call submission" to Section 1.1 para. four for clarity, grammatical change to Section 2.3.d, updated CCRS forms and poster locations in Appendix D.
Rev C	6/9/2020	Matthew Scott 8 1537	Updated references in Section 1. Changed the CCRS status report in Section 3.7.c to align with current submittals. Minor administrative changes throughout the document (grammatical, realignment of information, etc.). Updated acronyms in Appendix A, the CCRS Form in Appendix B and the CCES poster location list in Appendix D.

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1.0 PREFACE

1.1 Introduction

National Aeronautics and Space Administration (NASA) John C. Stennis Space Center (SSC), in a proactive effort to prevent personal injury and equipment damage before it occurs, has developed a Close Call Reporting System (CCRS). The CCRS establishes a standard practice for the reporting of conditions and/or situations which, if uncorrected, have the potential to result in an injury to personnel or damage to equipment/property.

The close calls, as reported in CCRS should not be confused with close calls as defined by NASA Procedural Requirements (NPR) 8621.1, *NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping*, which states:

“A close call is an event in which there is no injury or only minor injury requiring first aid, no damage or minor damage (less than \$20,000) to equipment or property or both, but which possesses the potential to cause a mishap.”

A NASA Mishap Information System (NMIS) close call submission is required when an event occurs that meets the NPR 8621.1B definition of a close call. The supervisor of the employee involved in the close call or the manager of the damaged equipment or property shall submit a NMIS report within 24 hours of the event. NMIS reporting instructions are contained in the NMIS user guide at the NASA Safety Center site (https://nsc.nasa.gov/docs/default-source/mishaps/nmis-docs/nmis-user-guide.pdf?sfvrsn=2aaaeff8_6). Contractors who do not have access to NMIS shall follow Close Call/Mishap reporting procedures outlined within their contract.

1.2 Purpose

The purpose of this SCWI is to establish a standard practice for the reporting, response, and investigation of conditions and/or situations that are found and if left uncorrected have the potential to result in an injury to personnel or damage to property. This SCWI provides an avenue for reporting unsafe conditions for all employees at SSC.

1.3 Scope

This document establishes the responsibilities and process for the reporting, response, and investigation of close calls at SSC.

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1.4 Applicability

This plan applies to SSC as a NASA Center, and to the operations of SSC resident agencies, (tenants) and contractors. All SSC close calls shall be reported to the NASA SSC Safety and Mission Assurance Directorate (SMA).

1.5 References

All references are assumed to be the latest version unless otherwise indicated.

- a. 29 Code of Federal Regulations (CFR) 1910 OSHA, *General Industry Regulations*
- b. 29 CFR 1926 OSHA, *Construction Industry Regulations*
- c. NMIS, *User Guide*
- d. NPR 8621.1 NASA *Procedural Requirements for Mishap and Close Call Reporting, Investigation, and Recordkeeping*
- e. NPR 8715.3, *NASA General Safety Program Requirements*
- f. SPD 8715.4, *SSC Health and Safety Policy*
- g. SPLN-8621-0003, *SSC Mishap Preparedness and Contingency Plan*
- h. SPR 8715.1, *SSC Health and Safety Program Requirements*

2.0 RESPONSIBILITY

2.1 NASA/SSC Directorates and Offices

All NASA SSC Directorates and Offices shall:

- a. Ensure all personnel in their organization comply with the requirements of this procedure as applicable.
- b. Promote the reporting of close calls within their area of responsibility.
- c. Provide resources to assist in the completion of CCRS investigations as needed.

2.2 On-Site Prime Contractors

On-site prime contractors shall:

- a. Fully integrate the CCRS system within their operations.
- b. Promote the CCRS system within their organization, including their sub-contractors.
- c. Provide resources to assist in the completion of CCRS investigations.

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- d. Conduct trend analysis of CCRS findings and develop actions to improve deficiencies that are discovered.
- e. Ensure CCRS corrective actions are completed in a reasonable amount of time. (Reasonable amounts of time may vary due to the complexity of the close call. Findings over 120 days are presented at the Safety Management Review (SMR) meetings.)

2.3 Construction Contractors

Construction contractors shall:

- a. Fully integrate the CCRS system within their operations.
- b. Promote the CCRS system within their organization.
- c. Provide resources to assist in the completion of CCRS investigations.
- d. Ensure CCRS corrective actions are completed in a reasonable amount of time. (Reasonable amounts of time may vary due to the complexity of the close call. Findings over 120 days are presented at the SMR meetings.)
- e. Post CCRS forms and poster at job site construction trailer.

2.4 NASA SSC SMA

NASA SSC SMA shall:

- a. Maintain oversight of the CCRS program.
- b. Ensure employee participation is maintained in the investigation of CCRS reports.
- c. Review/evaluate if further actions are required to address any trends discovered.
- d. Recommend and implement, as appropriate, actions to address trends.
- e. Review close calls submitted for closure by investigators/case manager or CCRS administrator to ensure completion.
- f. Determine if actions resulting from trend analysis of CCRS findings are appropriate and effective.
- g. Ensure CCRS findings are corrected in a reasonable amount of time. (Reasonable amounts of time may vary due to the complexity of the close call. Findings over 120 days are presented at the SMR meetings.)
- h. Provide a CCRS overview to be presented at the SMR meetings.

2.5 NASA SSC CCRS Administrator

The NASA SSC CCRS administrator shall:

- a. Be a civil servant or SMA Directorate designee.

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- b. Review close call reports that are escalated by the Close Call Investigator/Case Manager to determine validity.
- c. Investigate CCRS submissions, assist in the evaluation and development of corrective actions, and ensure feedback is provided to individuals who submit CCRS reports.
- d. Review close call report investigation results, recommended corrective actions, and projected completion schedules.
- e. Prioritize close calls based on criticality with respect to safety, or something similar. (The risk assessment code (RAC) is automatically assigned in the database when the criticality and probability are assigned.)
- f. As necessary, coordinate with SSC Center Operations Directorate to expedite correction of CCRS close calls.
- g. Review monthly close call report metrics with CCRS Investigator/Case Manager for submissions, completions, open items remaining, priority on open items, open item deferral time, and reason for deferral. Charts are reviewed during the monthly SMR.
- h. Periodically review list of CCRS e-mail recipients that is maintained in the CCRS database.
- i. Authorize publishing of close call reports.
- j. Complete annual trend analysis of CCRS findings and submit to the Voluntary Protection Program Coordinator as necessary.

2.6 NASA SSC CCRS Investigator/Case Manager

The CCRS Investigator/Case Manager will:

- a. Review all close call report submissions within two (2) business days of receipt and give an initial follow-up to the originator if known.
- b. Refer close call reports to the CCRS administrator for review and disposition when validity of the close call is in question. Some close call reports may be deemed to be inconsequential or inappropriate & those records will be immediately closed.
- c. Assign valid close call reports to be investigated.
- d. Initiate an investigation of all close call reports based on priority of criticality within five (5) to ten (10) business days of receipt.
- e. Update the “safety review” and/or the “investigation information” sections of the close call report within five (5) business days of completing a review or investigation.
- f. Coordinate with facility managers to establish interim actions, work requests, and abatement plans to correct close call report items.
- g. Verify completion of close call report corrective actions on or before deferral date or when reported complete.

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- h. Submit CCRS reports within five (5) business days of verification of correction to NASA SSC CCRS administrator to be reviewed and closed in the CCRS system.

2.7 NASA SSC Employees

NASA SSC employees shall:

- Actively participate in the CCRS program.
- Report close calls when discovered.
- Provide information and support the investigation of a close call if not reporting anonymously.
- Practice hazard recognition and awareness in work areas to prevent the creation of close calls.
- Address hazards when appropriate.

2.8 Resident Agencies/Tenants

NASA SSC resident agencies and tenants shall:

- Report close calls when discovered.
- Provide information and support the investigation of a close call.
- Practice hazard recognition and awareness in work areas to prevent the creation of close calls.
- Address hazards when appropriate.

3.0 OPERATIONAL DESCRIPTION

The CCRS is a web-based data management system, located on the SSC Intranet Portal, and allows users to submit, browse, update, release, query and generate reports of conditions and/or situations which, if uncorrected have the potential to result in an injury to personnel or damage to equipment/property.

See [Appendix C](#) for a graphical description of the functional flow processes related to CCRS.

The close call report record comprises the following sections: Reported, Reviewed, Investigated, Closed, and Published.

CCRS shall support the following functions:

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3.1 CCRS Submission

All SSC employees may submit a close call report by any of three (3) methods: web portal, hardcopy of the form or by telephone. More details are as follows:

3.1.1 Web Portal (SSC Intranet)

- a. SSC employees with access to the SSC Community Web Portal (SSC intranet portal) may submit a close call via the CCRS application which can be found at the following URL:
<https://ssccampus.ssc.nasa.gov/ccrs/Default.asp>
- b. During the intranet submission (a link can be found on the SSC intranet portal) process, the user will enter the location as a free-form text field. Specific location tracking data will be provided during the review process.
- c. When a close call report is submitted, CCRS will generate an e-mail to a predefined list of recipients. The safety representative for each of the applicable area/contractors will also be notified. This is necessary to ensure the contractor can comply with paragraphs 2.2 c, d, & e. Any environmental or Industrial Hygiene (IH) issue will be forwarded to the environmental or IH professional. (Examples of issues include but are not limited to exposures, wildlife, abatements, noise, or air quality.)
- d. CCRS will maintain a record of the e-mails generated including:
 - Recipient e-mail address
 - Case number
 - Event date and time
 - Location
 - Description
 - Suggested action
 - Close call link to CCRS users

3.1.2 Hardcopy

- a. SSC employees without access to the SSC Community Web Portal may fill out a hard copy CCRS form. The CCRS form can be found in Appendix B and is conveniently co-located with a CCRS poster in highly traveled areas of the buildings listed in Appendix D.
- b. The originator shall fill out the form and fold on the line, to show mail stop and drop in site mail.
- c. Upon receipt of the form, the CCRS Investigator/Case Manager shall enter the information into the CCRS database for tracking purposes, make a copy of the original form and attach it to the CCRS case.

3.1.3 Telephone

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- a. SSC employees may also call in the required information to the SSC Safety Hotline at (228) 688-7233 or (228) 688-SAFE. (All calls are confidential.)
- b. The SSC Safety Hotline shall be available 24/7 via a dedicated voice mailbox. SSC SMA shall maintain the Safety Hotline.
- c. The information required for close call submission by telephone is:
 - Location of incident
 - Incident date and time
 - Incident description
 - Suggested action to alleviate and prevent re-occurrence of the close call
 - Permission (which is optional) to release the name and number of the individual filing the close call to the investigator/case manager
 - Organization - Mandatory selection from list of NASA Directorates and SSC Contractors; and "Other". If user selects "Other" this allows user to enter an organization.
 - Contact information including name, e-mail address and phone number is optional.
- d. When a close call report is submitted via telephone, the voicemail box will generate an email to a predefined list of recipients. The safety office for each of the applicable area/contractors will also be notified. This is necessary to ensure the contractor can comply with paragraphs 2.2 c, d, & e. The e-mails generated include:
 - Voice message from close call hotline in the subject line.
 - An attached audio file with a copy of the voicemail.
- e. Upon receipt of the voicemail and/or email, the CCRS Investigator/Case Manager shall enter the information into the CCRS database for tracking purposes, make a copy of the original audio file and attach it to the CCRS case.

3.2 CCRS Review

- a. The NASA SSC CCRS administrator and the CCRS Investigator/Case Manager must review every close call submitted within two (2) business days of receipt. Some close call reports may be deemed to be inconsequential or inappropriate & those records will be immediately closed.
- b. During the review process NASA SMA or their representative, will update the reviewed section, and may also update the investigation section of the close call case record.
- c. Some close calls may be assigned to the responsible organization. E-mail will be sent to assign responsibility by the CCRS administrator or designee. Any sensitive information will be protected.
- d. Specific fields updateable during the Review process includes:
 - Attachments
 - Severity

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- Probability
 - Risk Assessment Code
 - Date sent for action
 - Date received response
 - Location - indicates location type, description of primary location, and an optional, sub-location
 - Incident type
 - CCRS investigator (this includes the SMA contractor)
 - Contractor investigator
 - Organization of contractor investigator
 - Organization of submitter
 - Submission method
 - Reviewed incident description
 - Reviewed suggested action
 - Prime contractor trouble-ticket code
 - Prime contractor trouble-ticket/work order number
 - Date sent to prime contractor
- e. During the review or investigation process, a NASA safety user (SSC SMA or SMA contractor) will have the option to generate an e-mail to the Prime Contractor Trouble Desk to include the Prime Contractor Trouble-ticket Code. The user should be able to modify the e-mail prior to sending to the prime contractor.

3.3 CCRS Investigation

- a. CCRS investigators assigned to a particular close call by NASA CCRS administrator or their representative during the review process shall provide updates on the investigation section of the close call record as per Section 2.6 g.
- b. The CCRS investigator shall initiate an investigation of all close call reports based on priority of criticality within five (5) to ten (10) business days of receipt.
- c. Specific updateable fields during this process include:
 - Attachments
 - Investigation results

3.4 Report Closure

- a. The CCRS administrator will close a close call report within five (5) business days of verification indicating that all follow-up actions, including investigation or resolution have been completed. Upon closure, the submitter will receive an automatic e-mail (if they provided a valid e-mail address) indicating what corrective actions have been taken.
- b. Specific fields updateable during this process include:

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- Attachments
- Investigation results

3.5 Report Publishing

- The CCRS administrator or designee may publish a close call report at any point during the process. During this process, the published section of the close call is updateable. Publishing a close call report allows all end-users to browse and read the published section of the close call report.
- Specific fields updateable during this process include:
 - Published status (Published/Unpublished)
 - Date -Time (Published/Unpublished)
 - Names and personally identifiable information will be removed before being published

3.6 Viewing Published Reports

- Browsing published reports permits SSC users to view and search all close call submissions that have been published by the CCRS administrator. Sorting options and paging functionality are available.
- Users are able to filter the published close call submissions on the following fields:
 - Incident/Submission date range
 - Text data that globally filters the fields:
 - Case number
 - Safety location(s)
 - Incident description
 - Suggested action
 - Investigation results
 - Corrective action

The View Published Close Calls (browse) function will provide a read-only view of the published section of the close call records.

3.7 CCRS Trending and Metrics

- CCRS report information will be reviewed and analyzed for trending any unusual or undesirable increase in conditions, which could result in an increase in employee injuries or damage to equipment/property.
- Trends may be associated with but are not limited to:
 - Changes in the seasons
 - Changes in weather
 - The time of day

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- Hours worked
 - Type of work
 - Location
- c. A CCRS status report will be developed monthly by the NASA SSC CCRS Administrator (or designee) and presented at the SMA and SMR monthly meetings. The monthly CCRS status report will contain, but is not limited to:
- Number of new CCRS reports opened during the last calendar month
 - Number of CCRS reports closed during the last calendar month
 - Number of CCRS reports open for greater than 120 days.

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APPENDIX A ACRONYMS

CCRS	Close Call Reporting System
CFR	Code of Federal Regulations
IH	Industrial Hygiene
NASA	National Aeronautics and Space Administration
NMIS	NASA Mishap Information System
NPR	NASA Procedural Requirements
RAC	Risk Assessment Code
SCWI	Stennis Common Work Instruction
SMA	Office of Safety and Mission Assurance
SMR	Safety Management Review
SPD	Stennis Policy Directive
SPLN	Stennis Plan
SPR	Stennis Procedural Requirements
SSC	John C. Stennis Space Center

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APPENDIX B CLOSE CALL REPORTING SYSTEM (CCRS) FORM

What's a close call? A close call is a condition, which if left uncorrected, may result in a mishap, injury, or illness, but due to other factors did not.

Examples: ** A broken circular saw is not locked and tagged out; someone turns on the saw but notices the defect before trying to use it. * A reoccurring leak is creating a slipping hazard on the floor.*

Why report close calls? The best method to PREVENT mishaps is to correct hazards before they result in injury, illness, or damage. Reporting close calls gives us a chance to correct these hazards before a mishap occurs.

How to report close calls? Just fill out the reverse of this page and fold on the line below to show mail stop; drop in site mail. Contact **NASA Safety at x2762** for immediate attention **or the close call Hotline - (228) 688-SAFE (7233).**

Let's Keep Each Other Safe

REPORT CLOSE CALLS

**NASA SMA CCRS Administrator
Bldg. 1100, Room 302
Stennis Space Center, MS 39529**

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Close Call Report

Location: Building _____ Room _____ Date _____ Time _____

Describe Incident: What happened? What was the potential danger? Could people have been hurt, equipment have been damaged or test data been affected?

Suggested Action: Offer your recommendation for preventing this close call. List any actions taken.

☐ I have fixed this problem and do not need any further action.

Originator:

☐ I give permission to release my name & number to the person investigating the close call.

Note: Do not check this box if you want your name kept confidential.

"You do not have to give us your name, mail code, or phone number. However, without them, we cannot contact you if there are any questions and may not be able to address the problem or provide you feedback on the results of the investigation. Safety will keep your name confidential unless you check the box above."

Name _____

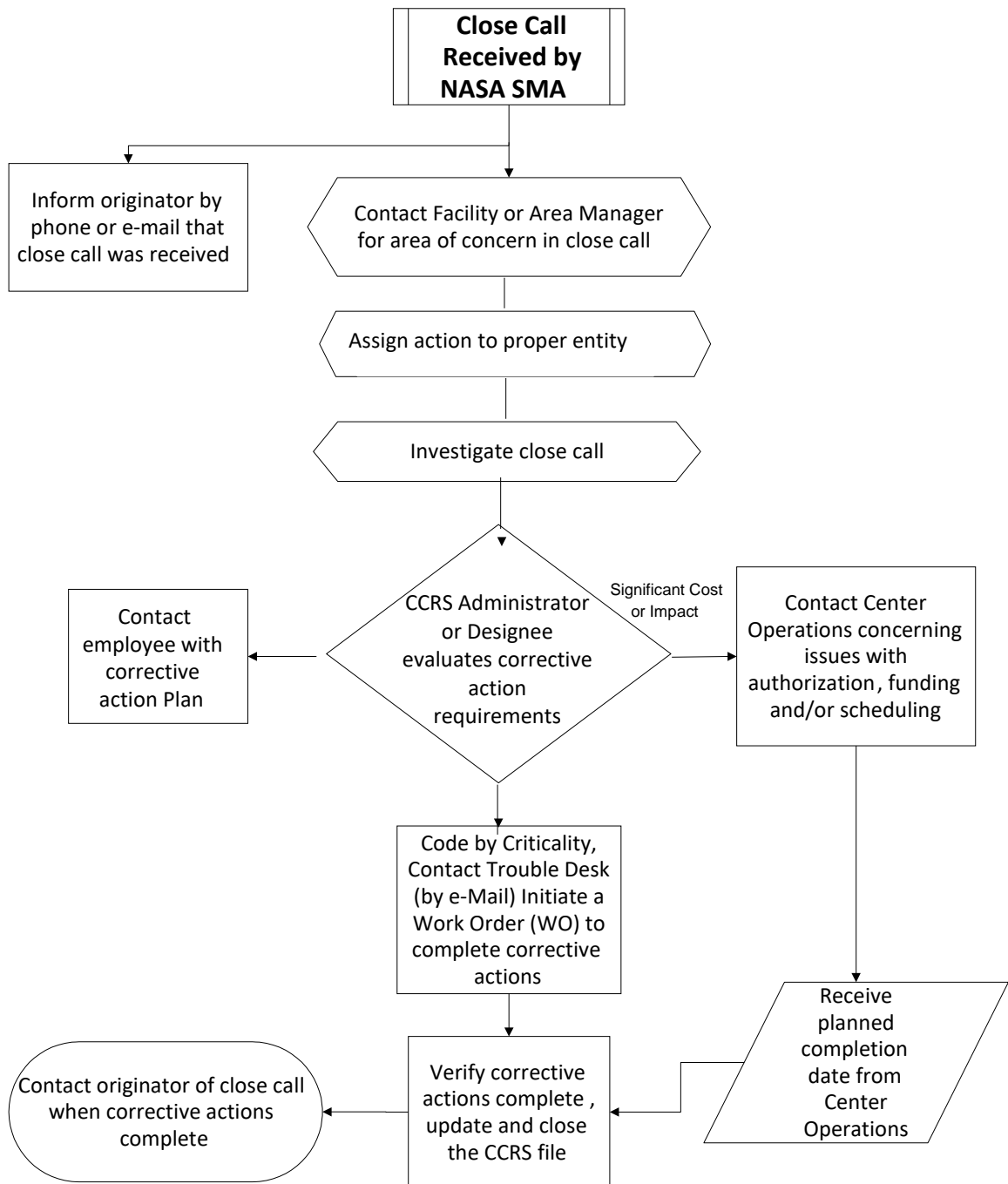
Mail Code/Company _____

Phone _____

File Number
(Office Use Only)

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APPENDIX C CLOSE CALL REPORTING SYSTEM (CCRS) FLOW CHART



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**APPENDIX D CLOSE CALL REPORTING SYSTEM (CCRS) FORMS AND
POSTER LOCATIONS**

<u>Building</u>	<u>Location</u>
1100	North End Near Stairs
1100	South End Near Elevator
1100	East Entrance of Atrium
1100	West Entrance of Atrium
1100	North Stairs at Third Floor
1103	Main Lobby Entrance
1200	Second Floor, at Room 205
2120	Break Room
2425	Rouchon House
3101	South Reception Center
3201	Marine Operations Building
3204	Records Retention Facility
3225	Main Entrance
3226	Break Room
3305	Gas House
3418	Cryo Control Center
4010	Main Hallway
4010	High Bay
4010	Stairs to Second Floor
4110	A-TCC
4120	A-1 Main Entrance
4122	A-2 Main Entrance
4130	A-3 Shop Bldg.
4210	B Stand TCC
4220	B-1 Basement
4220	B-1 Level 4 Center Stairwell
4400	Upstairs hallway
4995	East Vestibule/Main Entrance
7001	North Reception Center
8000	Room 140
8101	NDE Lab Metrology
8110	Calibration Lab rear hallway
8304	Break Room Workshop
8305	Storage Warehouse
8306	Propulsion Test Laboratory

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9114	High Bay
9357	Break Room